

## Job Description

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<b>Job Title:</b>	Coordinator, Library Accessibility Services & AODA Advisor
<b>Department:</b>	Library
<b>Reports To:</b>	Head, Information Services & Resources
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 9
<b>Effective Date:</b>	May 6, 2015

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### **Primary Purpose**

As a member of Dana Porter Information Services and Resources, the Coordinator, Library Accessibility Services & AODA Advisor contributes to the success of students by the coordinating the Library's support services for persons\* with disabilities and also advises all library staff on Accessibility for Ontarians with Disabilities Act (AODA)-related issues as they relate to the work library staff do.

\* Usually students, but assistance is available to anyone with a disability.

### **Key Accountabilities**

#### **As a Coordinator, Library Accessibility Services & AODA Advisor within the Library, the incumbent:**

- Supports and advances the Library's strategic directions to further the Library's contribution to the campus Strategic Plan for learning, teaching, and research in the campus community
- Participates in the Library's consultations with the campus community to develop, implement, coordinate, and review initiatives/services/resources that support accessible teaching, learning and research
- Promotes the use of Library services and resources to the campus community with an emphasis on persons with disabilities
- Remains current and conversant with trends and practices within the library community related to areas of responsibility by:
  - Maintaining general awareness of trends and developments in AODA standards and legislative changes, and Human Rights legislation related to accessibility
  - Maintaining awareness of best practices related to accessibility including environmental (universal design & procurement), customer service and educational (universal design for learning) advances
  - Maintaining awareness of advances in accessibility services, technologies and resources
- Participates in Library, TUG, and provincial committees and groups such as OCUL Accessibility Community of Practice and the ACE Repository Working Group, and fosters collaboration, information sharing, partnerships between departments or groups
- Participates in professional development in areas of responsibility to aid in ongoing knowledge and skills acquisition.

#### **As coordinator of Library Accessibility Services and the Adaptive Technology Centre (ATC), the incumbent:**

- Ensures the library's services to this diverse group of users contributes to their access, use, and understanding of information services and resources and the adaptive technologies that work with these resources. The incumbent oversees the workings of the Adaptive Technology Centre, makes recommendations for improvements to the technology, services, and layout of the Centre.

- Develops or modifies service policies and procedures to ensure both alignment with Library policies and functionality for Centre's users in consultation with department headsCoordinates the maintenance and updating of the physical space and equipment
  - Monitors emerging trends and best practices related to tools and technologies that improve accessibility
  - Makes recommendations regarding use of space, equipment, furniture
  - Handles the acquisition, maintenance, use and up grading of hardware and software available in the ATC
  - Researches, tests and analyzes and purchases products with available donation funds
- Oversees the use of the space
  - Oversees the online and in house booking of the study rooms
  - Updates and monitors access mechanisms to the centre such as the key list and locker keys
  - Monitors access privileges of students and addresses misuse of space
- Ensures AODA compliance is met in all customer service, communication, procurement, environment aspects of the Centre
- Develops and maintains content for Library Accessibility Services website
- Develops and supports a network of accessibility champions in each of the Library's departments. Champions would have increased knowledge of accessibility, facilitate awareness of accessible service provision and disseminate accessibility information within the department.
- Designs and distributes Library Accessibility Services promotional materials in consultation with signage committee and communication team
- Collaborates with the Educational Technologist in AccessAbility Services to ensure coordination of support of students moving between Accessibility Services and the Library is seamless and complementary nature of both services continue to align to best serve the students
- In carrying out these responsibilities, the incumbent works closely with other library staff, particularly those in Circulation, Advancement and Library Technology & Facilities Services, campus partners such as the Director, AccessAbility Services and external partners such as the Accessible Content E-Portal

**As the provider of support for persons with disabilities in the Library, the incumbent:**

- Oversees or processes and troubleshoots alternate format requests for all library materials
  - Maintaining and updating processes with other library departments, AccessAbility Services and the Accessible Content E-Portal to ensure privacy of students and copyright respected
- Oversees or processes and troubleshoots alternate format requests for textbooks
- Establishing relationships and processes with AccessAbility services, publishers and Alternative Education Resources for Ontario to ensure student privacy, copyright and publisher requirements are metProvides orientation to the use of the Adaptive Technology Centre (ATC)
- Trains students in use of the hardware and software available in the ATC as required
- Provides one-on-one and small group information service support and accessibility targeted instruction related to information seeking
- Develops, maintain and update online guides for students
- Serves as liaison for AccessAbility Services students when they come to the library
- Serves as liaison to AccessAbility Services
  - Consults AccessAbility advisors about student issues and concerns
  - Collaborates on orientation activities
  - Attends staff meetings
  - Keeps abreast of with disabilities issues, trends in service provision
  - Exchanges information on adaptive equipment

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- Communicates and collaborates regularly with Educational Technologist in Accessibility Services related to access enhancing technologies and student support
- Participates in Accessibility outreach activities such as Open Doors transition sessions
- Consults and is consulted regularly by Library Instruction Committee and Outreach Committee to support the accessibility of their endeavours
- Develops and maintains communication channels with all training committees and 'accessibility champions' in the Library.

**As the AODA advisor in the Library, the incumbent advises all Library departments, committees, and groups on AODA standards and supports the standards being met and/or exceeded.**

- Develops and maintains in-depth working knowledge of AODA legislative standards and changes to those standards, best practices and emerging issues
- Communicates legislative updates, changes in practice and emerging issues to Library managers and staff
- Provides leadership and advice on inclusive design for space for renovations
- Uses their AODA knowledge and the adaptive technologies in the Centre to provide assessment of or guidelines for assessment of accessibility of research resources. Trains others as necessary.
- Serves as advisor to all Library departments to ensure accessibility is considered in the planning and implementation of new and existing services, changes to virtual/web environments in the and procurement of new equipment and resources
- Develops, or participates in the development, and leads the implementation of user needs assessments when related to persons with disabilities. Aids in creating recommendations reports and ensures communication of findings. This is done in collaboration with others in the library with expertise in user needs assessment.
- Provides orientation to Adaptive Technology Centre to all new library staff
- Develops, maintain and update AODA toolkit for library staff
- Serves as a member of appropriate renovation and other committees, working groups as needed

**Provides inclusive library instruction to persons with disabilities, and inclusive instruction training and support to Liaison Librarians and others throughout the Library involved in instruction/ training:**

- Provides tailored library instruction sessions for persons with disabilities through AccessAbility Services or other appropriate venues
- Provides inclusive instruction/ universal design for learning training for Liaison Librarians and all other Library staff involved in instruction
- Assists Liaison Librarians and others in developing and implementing class accommodations for persons with disabilities in Library-based and classroom-based instruction sessions

**Collaboratively develops, designs and delivers training related to AODA compliance and best practices for all Library staff:**

- Develops library-specific, face-to-face AODA training sessions for various target audiences within the Library including all permanent and contract staff, casual staff and volunteers, those teaching others, and service, policy and procedure developers. These sessions will complement and enhance existing campus AODA requirements.
- Works in collaboration with department heads and departmental training committees or champions to implement regular training and refresher opportunities
- Ensures AODA compliance through training, advice to department heads and accessibility champions and monitoring of completion of modules and transfer of the results to Director of Organizational Services

**Provides general information services and research assistance at various service points including the Adaptive Technology Centre, library information service points, AssessAbility Services:**

- Assists patrons in locating library resources and services as well as campus information
- Instructs patrons in the use of library resources and services
- Participates in relevant committees and training initiatives as appropriate

**Participates in the general success of the ISR Department and Library:**

- Participates in working groups and special projects as required
- Participates or coaches others in the testing and adoption of new services and service delivery platforms with respect to accessibility

### Required Qualifications

#### **Education**

- Completion of a Bachelor's degree or equivalent.

#### **Experience**

- Experience providing services for or working with persons with disabilities
- High level of comfort with technology
- Experience with adaptive tools and technologies that support persons with disabilities in libraries
- Experience in website maintenance and content development best practices
- Experience instructing one-on-one and in small groups
- Staff training experience

#### **Knowledge/Skills/Abilities**

- Proven excellent communication skills, both oral and written, including de-escalation skills
- Ability to develop and maintain strong partnerships and working relationships across multiple and diverse organizations, and across levels within organizations from specialist to executive level
- Proven self-starter with demonstrated commitment to innovation, creativity, and excellence
- Demonstrated ability to independently, as well as collaboratively, lead, plan, coordinate, implement and assess effective services, including managing multiple and simultaneous projects
- Proven ability to work effectively in a service oriented environment, which values collaboration and collegiality
- Demonstrated ability to interact with all staff and patrons in a respectful and sensitive manner Ability and aptitude to learn and use new technologies to enhance and deliver information services
- Knowledge of current trends, best practices, tools and technologies related to accessibility
- Knowledge of AODA accessibility standards and their implementation in Libraries
- Basic knowledge of copyright as it relates to persons with disabilities
- Inclusive design/universal design for learning and usability testing knowledge
- Strong understanding of space use, universal design and development in an inclusive manner
- Excellent organizational, analytical and problem solving skills
- Ability to identify new service and engagement opportunities and to collaborate with library managers and colleagues on the feasibility, development and sustainability of new services and programs.
- Assets:
  - Knowledge of disability issues
  - Knowledge of promotion & marketing design and implementation
  - Knowledge of ACE and AERO
  - Experience with information service delivery in person or virtual
- Technical:

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- Intermediate level of MS Word, Excel, PowerPoint
- Advanced level of SharePoint
- Web publishing (basic)
- Adaptive technologies

### Nature and Scope

- **Contacts:** Internally, communicates with all departmental and information services delivery staff. Externally, this position has significant contact with students, faculty and staff through the provision of quality customer service and the broader accessibility services community in the province. Works with Library Technologies and facility Services to resolve technical problems with the adaptive tools and technologies in the Adaptive technology Centre.
- **Level of Responsibility:** This position works with minimal supervision and has no direct reports. It provides information assistance, technical support and training to persons with disabilities, advises and coaches all Library staff on accessibility service provisions standards.
- **Decision-Making Authority:** Responsible for problem-solving daily issues as related to responsibilities. Works with manager and others to solve larger problems.
- **Physical and Sensory Demands:** Minimal demands typical of a public service position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a public services position.